

THE 1997 WORLD CONFERENCE ON INCOMING CALL CENTER MANAGEMENT

**COLORADO CONVENTION CENTER
DENVER, COLORADO AUGUST 25 - 28**

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Unsurpassed Education...

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Unparalleled Exhibition...

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Undisputed Conference Leader...

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If you are in the business or have professional interests in achieving good telephone service in Customer Service and Call Center Management using Automatic Call Distribution (ACD) or Call Sequencing, ICCM is for you.

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Whether you're involved in customer service, claims, circulation, shareholder services, reservations, telemarketing, classified advertising, repair, dealer support, help desks, information or credit, ICCM will present the latest management and technical developments to make your job easier and call center more efficient.

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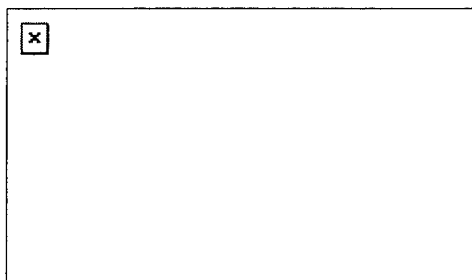
If you use call center technology like ACD, Computer Telephony, Interactive Voice response (IVR) systems, Predictive Dialers, Speech Recognition, Call Monitoring and Management Software Applications in insurance, banking, healthcare, transportation, government, cable TV, utilities, publishing, technical support, or other customer service oriented industry, ICCM will provide you with over 100 hours of seminars and the world's largest Call Center Exposition featuring more than 160 of the industry's leading product and service providers.

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You can expect more than 100 hours of the most targeted, timely seminars and workshops led by industry experts who will focus on sharing practical, "use-it-today" information. You will also be treated to an expanded exhibit hall featuring the latest call center products and services, and networking opportunities that allow you to share ideas, concerns, and interests to enhance your call center's performance. Its the largest meeting of its kind, anywhere!

New three-day conference program format gives you more choices.

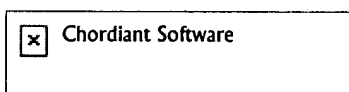
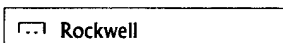
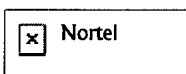
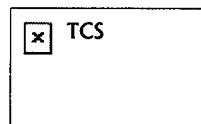
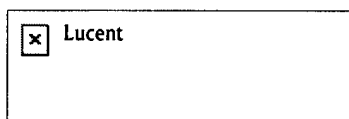
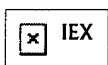
A new multi-track conference format gives you the flexibility to design a customized agenda around your specific educational and professional development needs. Responding to your requests, we are offering a multiple track, repeat session format that gives you two chances to attend each workshop. That means twice as many opportunities to attend the seminars and workshops that are most important to you.



It's the only conference that offers superior program content, excellent speaker quality, and unsurpassed networking opportunities.

Conference program developers have tapped the industry's richest well of talent and experience to bring you expert speakers on a wide range of call center management issues. Each seminar and workshop will focus on providing you with practical, strategic solutions - useful information you will put to work every day.

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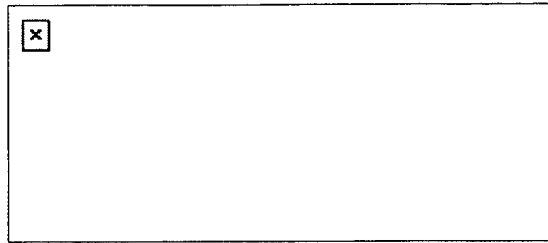
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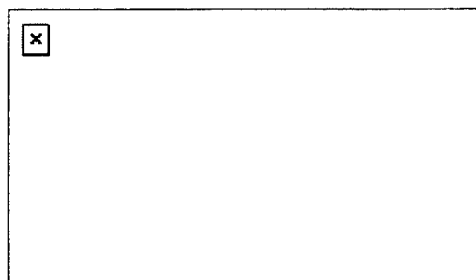
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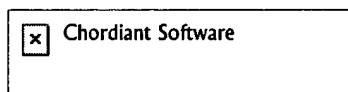
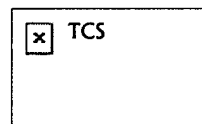
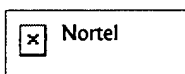
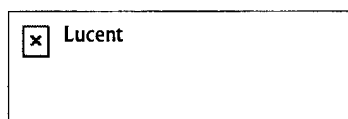
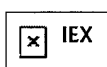
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